## eServices for the Internet

## user quick reference guide







This is the new eServices for the Internet page:

https://iServices.state.gov
The top of the page shows user and post information.
The left side contains the Service Request Links. The right side provides instant access to your requests and shows vital

information about the

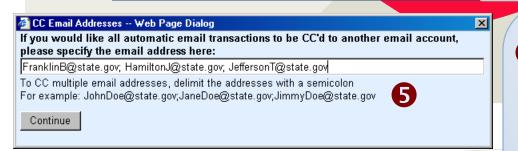
Selecting the category of service will expand and collapse the menu, displaying that group's service request choices.

request.

- Click on Motor Pool link to display its associated service requests. Fill in all required fields to complete the request.
- Pre-populated fields will have list boxes that pop up. Click on Submit to send the request to eServices at post.

next page

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- After clicking on Submit you have the option of sending a CC e-mail to a third party recipient. Enter additional e-mail address, separated by semi-colons or leave the field blank (to skip this step) and click on Continue.
- You are returned to the Service Request Summary page, which will initially show the new request as awaiting authorization or pending.
- All requests made from eServices from the Internet that are associated with this post will be shown in this list.
- Once service is completed you will be prompted to fill out a customer satisfaction survey.

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## LINKS

PASS <a href="http://pass.irm.state.gov">http://pass.irm.state.gov</a> | FAQ <a href="http://lmlist.state.gov/archives/pai.html">http://lmlist.state.gov/archives/pai.html</a>



PASS PMO IRM/OPS/SIO/APD SA-15, Room 3214

